## ACMGEN3X02 Communicate effectively in animal-related workplaces

#### Unit outcomes

This unit of competency describes the skills and knowledge required to communicate effectively in animal care or animal management related workplaces with a diverse range of individuals including internal personnel such as team members and supervisors, and external stakeholders, such as animal owners or carers, volunteers, contractors or other industry representatives.

Graduates will communicate to exchange information related to animal care or management, workplace activities, and organisational requirements, using verbal, written and digital communication methods.

The unit applies to individuals working in operational roles with some supervision, where communication may occur in controlled, semi-controlled or field-based environments, and may involve emotionally sensitive situations, varying levels of industry knowledge, and the need to interpret and convey information about animals that cannot self-report.

Graduates of the unit will select and adapt communication strategies and techniques for varying purposes, audiences and workplace situations, recognise and reduce communication constraints and apply effective communication strategies and techniques to resolve conflicts.

**Licensing, legislative, regulatory requirements**

No licensing, legislative or certification requirements apply to this unit at the time of publication.

#### Knowledge

* principles, models and characteristics of effective communication including verbal, non-verbal, written and digital communication strategies and techniques used in animal-related workplaces to enable clear information exchange
* typical communication constraints or barriers in animal-related workplace contexts and strategies to identify and minimise or resolve
* strategies to adapt communication to suit information exchange purpose or situation, audience needs, varying language or literacy levels, cultural or other diversity or emotional states
* principles of professional written communication and use of workplace systems, technologies and protocols
* conflict resolution strategies such as negotiation, mediation and collaborative problem-solving
* privacy, confidentiality and information handling obligations relevant to workplace communication

#### Skills

* communicate clearly, respectfully and professionally with clients, supervisors, colleagues and other industry representatives using appropriate verbal, non-verbal, written and digital communication techniques
* listen actively and question effectively to confirm understanding, gather accurate information and clarify instructions related to animals, tasks or workplace requirements
* respond appropriately to emotional or stressful situations involving animals or conflict, showing empathy while maintaining professional boundaries and following organisational protocols
* adapt communication strategies or techniques to suit different audience needs and diverse characteristics
* use workplace communication systems and technologies to document, send, receive and record information accurately and according to procedures.
* communicate cooperatively with team members and supervisors to share information, support others and contribute to a positive and respectful workplace culture
* identify and address barriers to communication, seeking assistance or clarification when needed
* recognise and respond to conflict using calm, respectful communication and escalation procedures when required
* follow workplace and legal requirements for privacy, confidentiality and recordkeeping in all communication activities

#### Application of knowledge & skills

This unit applies to individuals working in animal-related environments where communication with clients, colleagues, supervisors and other industry personnel is an essential part of daily operations.

Individuals will apply core knowledge of effective and professional communication principles to exchange information clearly, accurately and respectfully in a range of varying workplace situations. They will use established communication models and strategies and adapt their approach to suit the purpose, audience and context, including when interacting with people of diverse backgrounds or when managing sensitive or emotionally charged situations.

Individuals will use a range of verbal, non-verbal, written and digital communication techniques to gather and provide information, confirm understanding and support positive workplace relationships. They will apply knowledge of workplace systems, technologies and protocols to document and share information in line with privacy, confidentiality and recordkeeping requirements.

They will take responsibility for their own communication performance and contribute to a cooperative and respectful workplace environment. Under supervision, they will apply known strategies to identify and address barriers to communication, and use professional approaches to prevent or resolve conflict, seeking guidance or escalation when situations fall outside their authority or experience.

Work is carried out within established policies and procedures with accountability for accurate information exchange, respectful interactions, and maintaining the reputation and professionalism of the organisation.

#### Pre-requisite unit

Nil

#### Unit sector

General Animal Care (GEN)

#### Foundation skills

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Learning** | **Reading** | **Writing** | **Oral communication** | **Numeracy** |
| 3 | 3 | 4 | 4 | 1 |

**Other foundation skills information**

Digital literacy for written communication using technology and use of digital communication technology

**Assessment Requirements**

**Performance evidence**

Individuals must apply the skills and knowledge specified in the unit of competency to:

* communicate animal-related information effectively on a minimum of six different occasions, where the occasions collectively include communication with at least one internal and one external person and each of the following:
  + in writing using digital media
  + in person with an animal owner or carer or industry representative
  + in person with a supervisor
  + using communication technology such as video conferencing
  + with team members in a group discussion
* on at least one additional occasion, use communication strategies or techniques to:
  + defuse or resolve a conflict about an animal-related issue or workplace situation

or

* + respond to an emotionally sensitive or stressful situation involving an animal or workplace issue.

**Knowledge evidence**

To demonstrate the application of the knowledge specified in this unit of competency, individuals must have knowledge of:

* types and purposes of communication in an animal-related workplace, including:
  + receiving and providing information
  + verbal, non-verbal, written, digital
* principles and models of effective communication, including:
  + suitability to purpose of information to be exchanged and audience characteristics
  + tone, clarity, timing
  + accuracy and structure of information and terminology
  + role of active listening and questioning in effective communication
* characteristics of effective communication, including:
  + respectful
  + appropriate language and terminology
  + empathetic
  + inclusive
* factors affecting communication, including:
  + cultural and other diversity
  + language or literacy
  + emotional state
  + workplace conditions such as noise, time pressures, hierarchies
* potential sources of conflict
  + workload pressures
  + complaints or issues
  + differing opinions
  + unclear instructions
  + misinterpretation of tone or intent
  + stress and fatigue
  + role confusion
* conflict resolution strategies
* organisational and legal requirements for confidentiality, privacy and information security.

**Assessment conditions**

Skills must be demonstrated in an animal-related workplace or an environment that accurately represents an animal-related workplace and can include the application of scenarios and case studies of workplace situations.

Assessment must ensure access to:

* communication tools such as computers/tablets with access to word processing, email, or messaging
* workplace communication systems such as video conferencing programs, if relevant
* access to organisational policies and procedures that guide communication interactions
* real or realistically simulated interactions with team members, supervisors, clients and/or other industry representatives

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

#### Unit mapping information

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| --- | --- | --- | --- |
| **Code and title current version** | **Code and title previous version** | **Equivalence status** | **Comments** |
| ACMGEN3X02 Communicate effectively in animal-related workplaces | ACMGEN315 Communicate effectively with clients and team members | Not equivalent | Title: Title change to indicate broader application beyond ‘clients and team members’ – as per the unit’s intent and broaden use beyond animal care contexts. Specifically added communication with internal (team members, supervisors etc) and external stakeholders (clients, industry personnel such as suppliers, veterinarians, regulators etc).  Application: Wording change to include summary of unit content. |

### Overview information

#### Modification History

|  |  |
| --- | --- |
| **Release** | **Comments** |
| 1 | This unit of competency was first released in ACM Animal Care and Management Training Package Release 7.0. |

**Mandatory workplace requirements:**

Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.